

Our News

Hospital Discharge

We have published the report of the multi-agency seminar on hospital discharge which we held in October.



18 people from local NHS organisations, social care and voluntary sector groups discussed the patient journey to hospital discharge. Thinking about:

- the risk of problems
- the involvement of patients and carers
- how do we know the discharge process is working?

As a result Healthwatch recommends further discussion of a number of points highlighted in the report and the involvement of patients and family carers in the development of improved information to help people understand what to expect and who to contact for what.

Download the report at:

www.healthwatchcoventry.co.uk/content/hospital-discharge

Care home enter and view

We have published the reports of enter and view visits to St. Martins and Victoria Manor Care Homes.



Go to the reports at

www.healthwatchcoventry.co.uk/content/reports-visits-care-homes

New work underway - Home Care

We have begun work to gather feedback from people who received Home Care services (also known as home support or domiciliary care). This is where people receive a package of care

to help them in their own home - e.g. help with cooking, personal care, taking medication.

People who receive these services may not feel they have a route to raise their views and therefore Healthwatch is working to reach people.

Our normal approach of 'enter and view' does not apply so we have asked the council to send out information from Healthwatch to a sample of service users so that people can then give their consent to us to take part. We will be carrying out interviews. We are also aiming to talk to family carers to gather their perspective.

We have also launched an online survey which both users of services and their families and friends can complete to feedback on home care services. This can be found at: www.healthwatchcoventry.co.uk/content/home-care-your-experiences-matter. You can also download the survey for printing out from here.

If you can help us reach the right people for this piece of work contact Ruth Burdett on 024 7622 0381 option 5.

Our Steering Group meeting dates 2018

Healthwatch Steering Group meetings are meeting in public so you can join us at our Steering group meetings.

They all start at 11am and take place at Queen's Road Baptist Church Centre Grosvenor Road Coventry.

- 6 February 2018
- 7 August 2018
- 17 April 2018
- 16 October 2018
- 5 June 2018
- 11 December 2018

Top 5 Issues from the network

Using the information people have raised with their local Healthwatch, Healthwatch England have identified the top five issues people want to see addressed over the next 12 months:

- 1. Mental health services: access to, and quality of mental health services topped the list for a third year running**
People want to see a change to the care and support available to children and young people. Communities have also told us that more needs to be done to ensure that people with mental health conditions are diagnosed in a timely and consistent manner, given support sooner, and are treated before crisis.
- 2. Social care service: adult social care, particularly support for older people and their carers**
Issues raised with local Healthwatch include concerns about high staff turnover and a lack of training leading to poor care.
- 3. Services working better together: especially the implementation of Sustainability and Transformation Partnership (STPs)**
STPs aim to improve the way local services work together to better use existing resources to improve the quality of care and people's health and wellbeing.
- 4. Hospital care: A&E and discharge**
People have told local Healthwatch they feel they're waiting too long when they visit A&E for immediate care and are not being given the support they need to help them recover properly when they leave hospital.
- 5. GP and dental services**
In some areas, people have told Healthwatch that booking an appointment to see a GP or an NHS dentist can be a significant challenge.

Six areas for NHS England to focus on in 2018

Later this year, the Government will publish its 2018-19 Mandate to NHS England, setting out what it wants the NHS to deliver over the next

12 months. Healthwatch England has made 6 recommendations to the Government:

- 1. Improving public involvement in changes to local services**
Health and social care services are going through major changes to help make them more efficient and better at delivering tailored support. It's important that the Government and NHS England strongly encourage those who run services to involve communities, to help shape the future of health and care.
- 2. Using people's experiences of leaving hospital as a way of measuring how well services are working together**
More needs to be done to understand whether people are receiving the necessary care and support when they leave hospital to help manage conditions and stay well.
- 3. Demonstrating how learning from feedback is improving care**
There is still much to do so that people can see how their feedback has made a difference and has helped to change the way services are delivered.
- 4. Increasing focus on the evaluation of mental health services**
People tell us they haven't yet seen the impact of reforms. There should be a greater focus on understanding how people are affected by these changes. We would also like to see physical health services improve the way they meet people's health and wellbeing needs.
- 5. Shifting the focus of NHS targets to take greater account of people's experiences**
NHS targets can be a useful way for services to track performance. However, current targets are not always sensitive to the experiences of people and what they need from care. Listening to what people say about the care they receive will give a more accurate understanding of how services are performing.
- 6. Tackling access issues in NHS dentistry**
In some parts of the country people have real trouble accessing an NHS dentist. There are also gaps in provision for particular groups, such as people in care homes.

New night time triage service goes live

Arley Medical Services are the new provider of the night time triage service in Coventry. The service is part of Coventry's strategy to reduce the harm caused by drugs and alcohol.



The service provides medical support during weekend evenings to minimise the number of attendances to the Accident and Emergency Unit. The team will be based in the Ikea car park on Friday evenings from midnight - 3am.

Councillor Kamran Caan, Cabinet Member for Public Health and Sport said:

“The night time triage service is hugely important in our work to keep Coventry streets safe at nights, reduce attendances to A&E caused by alcohol or drug related harm”

More information about Arley medical services can be found at:
www.arleymedicalservices.co.uk/

CWPT CQC inspection report

Following the latest inspection from the Care Quality Commission CWPT have been rated as requires improvement. Some of the reasons for this rating are:

- Long waiting times for children and young people to access treatment for mental health problems.
- The trust had not provided staff with specialist training to undertake their role on all wards for older people.
- Temperatures in clinic rooms across the trust were high and this had the potential to affect medicines.
- The trust training compliance rate for the Mental Health Act was low. This was similar to the previous CQC inspection.
- The workforce race equality scheme required organisations to demonstrate

progress against a number of indicators of workforce equality. The trust had reported on the nine indicators, however, specific strategic directions related to action plans and objectives to address the workforce race equality indicators were missing.

However, many positive aspects were also highlighted:

- Staff working across the trust were kind, caring and respectful. Patients and carers feedback was positive and highlighted the staff as a caring group.
- The trust had engaged local communities to develop its equal partner's strategy. The trust was involved in new models of care with partner agencies across the West Midlands to improve the quality and safety of care to patients.
- The trust had an innovative approach to safeguarding children and adults.
- The trust had developed its approach to how patients were managed when presenting with challenging behaviours.

The full inspection report can be found at:
www.cqc.org.uk/provider/RYG

GP practice in Willenhall closes following CQC findings

Following an inspection by the Care Quality Commission Dr Zaky's surgery in Willenhall (also known as Willenhall Primary Care Centre 2) closed on 31 December 2017.



NHS Coventry and Rugby Clinical Commissioning Group (CCG) has written to patients to make them aware of this and to advise them of their options for registering with a new GP. Vulnerable patients have also been spoken to directly

Neighbouring practices have been made aware that they may now see an increase in patients wishing to register with them, particularly in Willenhall and Finham where this practice operated.

CQC reviews of how health and care join up

The Care Quality Commission (CQC) has just carried out a review in Coventry looking at how the health and social care 'system' works together to provide care and support to older people.

This is one of a series of this type of review, which the CQC is carrying out in areas where statistics show that there are issues related to delays at hospital discharge. 12 more of these kind of reviews have recently been announced.

The findings of the Coventry review will be published in March.

Following the publication of six completed system reviews the CQC has also published a summary report of the findings and identified three important themes:

- How providers and commissioners work together
- Capacity, market supply and workforce issues
- The need to look beyond delayed transfers of care in isolation to resolve the problems that local systems are facing.

Prof Steve Field, Chief Inspector of General Practice and Integrated Care, who is the executive lead for this work, said:

"...the 'whole system approach' that focuses on integrated and person-centred care is not being realised as best as it could. ... too often, care is fragmented, choice is limited and people are uncertain about who is coordinating their care needs. Many people are worrying about what support will be in place when they return home from hospital, or who will be there to give their carer a break from looking after them full-time.

"In response, we encourage all system partners to have a clearly communicated health and social care offer that responds to people's local needs; to provide a stronger focus on wellbeing initiatives that can help people to stay out of hospital; and to

address variation that can inhibit people's access and choice."

Once all 20 reviews are completed the CQC will publish a national report for the Secretaries of State for Health and for Communities and Local Government in the summer.



Getting the right care in winter - advice from the local NHS

People are being urged to use health services wisely as all hospitals across Coventry and Warwickshire are extremely busy.

Local hospitals are seeing large numbers of people who are attending Accident and Emergency departments with minor illnesses when they could be treated elsewhere.

A&E should only be used for critical or life-threatening situations requiring medical attention, such as loss of consciousness, heavy blood loss, suspected broken bones, persistent chest pain, difficulty breathing, overdoses, ingestion or poisoning.

People who have booked appointments or operations should continue to attend as planned, unless they have been contacted directly and advised not to attend.

People are being urged to use alternative NHS services where appropriate such as NHS 111, local pharmacies, and to make an appointment with their GP in the normal way.

People can also help themselves and their families to stay healthy by getting the flu jab. Talk to your GP or local pharmacist for more information, or visit the NHS Choices website at: www.nhs.uk/pages/home.aspx

If you are concerned to a delay to your planned care you can speak to the Healthwatch Coventry Information Helpline on:

024 7625 2011
9.30am - 4pm Monday to Friday

Have
your
say

Becoming an organ donor survey on opt out method

8 out of 10 people say they would want to donate their organs and tissue after their death, most people never register to be organ donors.



The government plans to change the organ donation system to an 'opt-out' system.

Under current rules in England, a person who has died can only be an organ donor if they have agreed to it when they were alive. If the law changes, people will be considered willing to be an organ donor unless they have opted out. This would increase the number of organs donated and save more lives. People who do not want to donate their organs after their death would have to 'opt out'.

You can give your views by completing the online survey by **6 March 2018**:
www.engage.dh.gov.uk/organdonation/13-2/

Have
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'Low value' medication consultation

NHS England has come out with a second consultation listing many items of medication which it thinks are of low value and therefore should no longer be available by prescription from GPs.

The argument is that this will save money on the prescribing bill and that the conditions listed are time limited and people will get better anyway.

During the previous consultation on another list of medication there was debate about the impact of this, especially on those who are poorer.

This time the list includes treatments for:

- cold sores
- conjunctivitis
- coughs, colds



- haemorrhoids
- diarrhoea
- head lice
- and more

For more information and find out how to give your views go to:
www.engage.england.nhs.uk/consultation/over-the-counter-items-not-routinely-prescribed/

The deadline for responses is **14 March 2018**

Following the conclusion of the on first consultation on another list of 'low value' medication NHS England have responded to concerns about the potential impact on thyroid patients taking the drug Liothyronine if this were no longer to be prescribed by GPs. They have announced that Liothyronine is not to be added to the list of low value medication no longer prescribed.

Have
your
say

Blue Badge scheme: consultation on eligibility

The Government are proposing to change the eligibility criteria for the Blue Badge scheme to include people with non-physical conditions.

The government believes that the Blue Badge scheme should not discriminate in principle between physical and non-physical disabilities

This is part of the government's objective to ensure that those people with the greatest need have access to badges, whilst ensuring the scheme remains sustainable.



More information about the consultation and how to respond can be found at:
www.gov.uk/government/consultations/blue-badge-disabled-parking-scheme-eligibility-review

The consultation closes on **18 March 2018**.

New maternity strategy to reduce the number of stillbirths

The Government has announced a new maternity strategy to reduce the number of still births. Families who suffer still birth or life changing injuries to their babies will be offered an independent investigation to find out what went wrong and why. Full term still births will be investigated by the coroner. Cases will be referred to the Healthcare Safety Investigation Branch, which is led by safety experts.

The investigations will be standardised with the aim of the NHS learning as quickly as possible from what went wrong and shares the learning to prevent future tragedies.

Jeremy Hunt, Health Secretary said:

“The tragic death or life-changing injury of a baby is something no parent should have to bear, but one thing that can help in these agonising circumstances is getting honest answers quickly from an independent investigator. Too many families have been denied this in the past, adding unnecessarily to the pain of their loss.”

Read more information at:

www.gov.uk/government/news/new-maternity-strategy-to-reduce-the-number-of-stillbirths



NHS Choices and pharmacy information

NHS Choices are trialling an improved ‘find a pharmacy’ service. This will let people find the nearest pharmacy to them which is open at the time of the search. Research on the way NHS Choices visitors use the current pharmacy search suggests that most people are looking for an open pharmacy in the out of hours period.

The new function is possible following the recent widespread updating of pharmacy profiles including opening hours as part of the quality payment scheme.

Find out more at: www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10

The new map for patient experience

Data on patient experience can be hard to find as it published across multiple websites. The Patient Experience Library have brought together all the key data together into one simple to use map.

You will be able to view information CQC Patient Experience Surveys, Friends and Family Test, Learning from mistakes league table.

View the table in your area at:

www.patientlibrary.net/cgi-bin/library.cgi?page=ALLMAP;prevref

New report on rise in mental health detentions

With a 10% rise in detentions under the mental health act over the last ten years, CQC has published a report looking at the reasons why. The CQC collected information by reviewing data, visiting 8 NHS Trusts, 2 independent mental health service providers and 23 Local Authorities.

Four main themes were recognised:

1. Changes in mental health service provision and bed management
2. Demographic and social change
3. Legal and policy developments
4. Data reporting and data quality

Dr Paul Lelliott, deputy chief inspector of hospitals (lead for mental health) at the Care Quality Commission, said:

“There is no single reason to explain why detentions continue to rise every year. Population growth, societal changes, better national reporting, duplicate reporting, increased awareness of mental disorder and expanded criteria for detention are all contributing to more and more instances of people being sectioned under the Mental Health Act.”

Find out more at

www.cqc.org.uk/news/releases/rise-mha-detentions-act-may-be-symptomatic-system-under-pressure

